

Record Management Policy

Approved By - SMT
April 2010

BIELD HOUSING ASSOCIATION LIMITED

Registered Office: 79 Hopetoun Street, Edinburgh EH7 4QF

Scottish Charity No SC006878

Introduction

The purpose of this policy is to acknowledge that Bield's records are important strategic corporate assets and that their effective management makes service delivery more efficient, supports transparency and collaboration across departments, informs decision making and preserves historically valuable information.

The Records Management Policy sits within the Information Management Strategy, an umbrella strategy encompassing policies, procedures and guidelines in relation to the management of information throughout the organisation.

Purpose

Bield recognises that the efficient management of its records is necessary to support its core functions, comply with its legal and regulatory obligations and contribute to the effective overall management of the organisation.

This document provides the policy structure through which this effective management can be achieved and be audited in the future. It covers:

1. Scope of the policy
2. Responsibilities
3. Related Policies and Procedures
4. Available guidance for implementation of the policy
5. Contacts

Scope

- The policy relates to all departments, staff, volunteers and third parties who handle documents and records created or received by Bield.
- This policy covers all recorded information, regardless of medium (e.g. electronic or paper), application or database.

Roles and Responsibilities

Bield Staff

- Every member of staff is involved in the creation of records. These records provide evidence of our activities and business transactions.
- Every member of staff is responsible for managing their records efficiently and effectively by following the relevant naming, numbering, filing and retention standards and guidelines.
- Every member of staff has a 'duty of care' to support the organisations record keeping activities and the values outlined in this policy.

Chief Executive of Bield Housing Association

- The Chief Executive is ultimately accountable for the records management practices and procedures of Bield Housing Association, and the records within its care.
- Bield's Chief Executive is committed to improvement of service delivery by ensuring that effective and efficient records management practices are in place and comply with legislative and regulatory requirements.
- The Chief Executive may delegate day-to-day responsibilities for the monitoring and maintenance of records management activities within the Association to a nominated Records Manager.

Directors

- Individual Directors are responsible for the implementation of this policy in their respective departments.
- Directors must ensure that their staff are made aware of their records management responsibilities and obligations, and that this is monitored on an ongoing basis.

Records Manager

- The Records Manager has delegated responsibility from the Chief Executive to ensure that this policy is implemented, monitored and maintained.
- The Records Manager must ensure that Bield's records management practices comply with all relevant legislation and regulatory controls.
- The Records Manager has a 'duty of care' to ensure that all staff are aware of their records management responsibilities and that any necessary supporting guidelines, standards or procedures are available and up to date.
- The Records Manager shall ensure that all records held by the Association are disposed of in accordance with Bield's Retention Schedule.

ICT Services

- ICT Services is responsible for the day-to-day maintenance of any electronic systems that store records on behalf of the Association.
- ICT Services have a 'duty-of-care' to ensure the long-term integrity of all electronic records held by Bield.

Related Policies and Procedures

Procedures

- Naming Conventions
- Scanning <under development>
- Metadata Standard (keywords) <under development>
- Retention Schedules
- Destruction and Archiving <under development>
- Electronic Document and Record Management System <under development>

Policies/Frameworks

- Document & Records Management Framework
- Data Protection Policy
- Data Protection Departmental Procedures
- Openness & Confidentiality Policy
- Information Security Policy
- Information Sharing Protocols <review ongoing>
- Critical Records Schedule
- Business Continuity Policy and Plan

Available Guidance for Implementation of the Policy

Guidance on the procedures necessary to comply with this Policy is available on the Grapevine and from the Records Manager. This guidance includes the following:

- Records and document creation
- Business classification (for filing schemes)
- Retention periods for records
- Storage options for records
- Destruction options for records
- Archival records: selection and management
- External codes of practice and relevant legislation

Contacts

Alasdair Jack
ICT Project Manager (EDMS)
a.jack@bield.co.uk

Data Protection

As this framework relates to both paper and electronic files it is imperative that the Data Protection Policy and departmental procedures are complied with, thus ensuring that the risk to loss, damage or unauthorised access to information is minimised.

Created: April 2010
Approval: Management Group
Author: Alasdair Jack, ICT Project Manager

Review Date: Nov 2011
Version: v1.2
